

POL-0265630

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## Original view

5 pages (displayed on pages 2 to 6)

## Export

**Peak Incident Management System**

|                |   |                   |                                     |
|----------------|---|-------------------|-------------------------------------|
| Call Reference | PC0093382                               | Call Logger       | _Customer Call_ -- EDSC             |
| Release        | Targeted At -- BI_3S40R-Provisional     | Top Ref           | E-0308050539                        |
| Call Type      | Live Incidents/Defects                  | Priority          | B -- Business restricted            |
| Contact        | EDSC                                    | Call Status       | Closed -- Reconciliation - resolved |
| Target Date    | 08/08/2003                              | Effort (Man Days) | 0                                   |
| Summary        | FAD131925 - 9 AP bills not gone through |                   |                                     |

## Progress Narrative

Date:05-Aug-2003 13:37:00 User:\_Customer Call\_  
CALL PC0093382 opened  
CALL PC0093382:Priority B:CallType L - Target 08/08/03 14:37:50  
05/08/03 14:31 "on 03/07/03 outlet has base unit and mirror disc swapped by engineer, something went wrong and the marooned transaction did not find there way back to the office, we have been contacted by NBSC to advise that the PM has had 9 customers complaining that their bills paid on the morning of 02/07/03 have not got through to the AP clients. The PM rolled over with a £600 difference that week.  
Can SSC investigate/identify, if possible any details of the gap in transctions which may assist the branch in carrying out action to address the shortfall."  
05/08/03 14:38 uk951450  
Information: Reassigning for investigation  
05/08/03 14:38 SYSADM  
Open OTI: Automatic Open OTI  
\*\*\*Updated by Jane Kastenhofer at 05/08/03 14:38:48  
05/08/03 14:38 uk951450  
REASSIGN: Call # E-0308050539 was Reassigned from Jane Kastenhofer,  
Group HSH4 to Group EDSC1  
F} Call details  
Diagnostician name:

Customer opened date 05/08/2003 14:31:08

Date:**05-Aug-2003 13:44:00** User:**Barbara Longley**

The call summary has been changed from:-

"on 03/07/03 outlet has base unit and mirror disc

The call summary is now:-

fad131925 -

Target Release updated to BI\_3S40R-Provisional

Product APS added

F) Response :

Prescan: Assigning call to Garrett Simpson in EDSC.

[END OF REFERENCE 35507155]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

The Call record has been assigned to the Team Member: Garrett Simpson

Defect cause updated to 99:General - Unknown

Hours spent since call received: 0 hours

The call summary has been changed from:-

fad131925 -

The call summary is now:-

FAD131925 - 9 AP bills not gone through

Date:**05-Aug-2003 14:19:00** User:**Garrett Simpson**

F) Response :

This is a single-counter office. That means that the counter has two physical

discs in it which hold two separate copies of the message store.

One of these

is the main hard disc and the other is called a mirror disc.

This is

constructed so that it can be easily pulled out of the base unit and can be

pushed into another base unit.

In the event of a breakdown, e.g.in the comms card, then the engineer is

supposed to take a new base unit to the office, extract the mirror disc from

the old unit and put it into the new base unit.

In that way ALL messages are safe.

On this occasion (see E-0307020207) the engineer found that the comms was not

working so he replaced the complete base unit including the mirror disc. This

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has caused the messages to be lost.

[END OF REFERENCE 35508071]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

Date:**05-Aug-2003 14:22:00** User:**Garrett Simpson**

F) Response :

I believe that we shall have to confess to POCL that we have not followed the proper procedures and we should advise that POCL make manual payments to the

AP clients according to the paper receipts kept by the PM.

[END OF REFERENCE 35508160]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

Date:**05-Aug-2003 14:34:00** User:**Garrett Simpson**

F) Response :

Please pass to Julie Welsh.

[END OF REFERENCE 35508395]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

The Call record has been transferred to the Team: Cust. Services

Defect cause updated to 41:General - in Procedure

Hours spent since call received: 1 hours

Date:**06-Aug-2003 15:08:00** User:**\_Customer Call\_**

EMPTY 06/08/03 16:11 GB082303 HSH4 Information: information passed to julie

welsh 06/08/03 16:13 GB082303 HSH4 Information: call has been return for closure

Date:**07-Aug-2003 15:10:00** User:**Barbara Longley**

F) Response :

Call currently with Cust. Services.

[END OF REFERENCE 35543584]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

Date: **12-Aug-2003 14:26:00** User: **\_Customer Call\_**  
EMPTY 12/08/03 15:30 uk951516 HSH1 Repeat Call: annette@nbsc  
wanted update  
on this call. 12/08/03 15:31 uk951516 HSH1 Advice: advised call  
being  
investigated by 3rd line.

Date: **12-Aug-2003 14:29:00** User: **\_Customer Call\_**  
EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to  
PINICL  
12/08/03 15:32 uk951450 HSH4 Information: Please can call be  
returned to  
HSH4 for closure.  
Information has been passed to Julie Welsh

Date: **17-Sep-2003 11:08:00** User: **Janet Reynolds**  
The Call record has been assigned to the Team Member: Julie  
Welsh  
Hours spent since call received: 0 hours

Date: **17-Sep-2003 11:39:00** User: **Julie Welsh**  
Please return this call to HSH 5 stack to be closed. actions are  
all complete  
and call can be closed.  
The Call record has been transferred to the Team: EDSC  
Hours spent since call received: 000.2 hours

Date: **17-Sep-2003 11:56:00** User: **Martin Harvey**  
F} Response :  
SSC agree closure, Please return this call to HSH 5 stack to be  
closed as  
requested by Julie  
[END OF REFERENCE 36103752]  
Responded to call type L as Category 90 -Reconciliation -  
resolved  
Hours spent since call received: 0 hours  
CALL PC0093382 closed: Category 90, Type L  
The response was delivered to: PowerHelp

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Date: **17-Sep-2003 12:00:00** User: **\_Customer Call\_**  
Date and time complete: 17/09/2003 12:56:36  
Service Complete (Confirmation) Received

|                 |                                      |
|-----------------|--------------------------------------|
| Root Cause      | General - in Procedure               |
| Logger          | _Customer Call_ -- EDSC              |
| Subject Product | APS -- (version unspecified)         |
| Assignee        | _Unassigned_ -- EDSC                 |
| Last Progress   | 17-Sep-2003 12:00 -- _Customer Call_ |